

AMENDMENTS TO THE CLAIMS:

This listing of claims will replace all prior versions, and listings, of claims in the application:

1. (Currently Amended) A switching system in telecommunications for switching incoming and/or outgoing calls with one or several PBX systems, comprising:

at least one input channel and at least one output channel connectable between said switching system and ~~to~~ a PBX system,

wherein the output channel provides both a voice connection as well as a control connection, with the control connection allowing direct access to the operator-relevant PBX functionality of the PBX system connected via the output channel.

2. (Previously Presented) A switching system as claimed in claim 1, wherein the control connection is provided via a CTI link which is configured for a CTI protocol provided by the PBX system.

3. (Previously Presented) A switching system as claimed in claim 1, wherein the switching system comprises an operator position which provides operator functions which allow access to the service features of the PBX system, especially the switching of calls to the individual extensions of the PBX system as well as callback or busy override.

4. (Previously Presented) A switching system as claimed in claim 1, wherein the switching system comprises at least one translation unit which translates the operator functions into the CTI protocol of the respective PBX system to be connected.

5. (Previously Presented) A switching system as claimed in claim 1, wherein the switching system comprises several operator positions.

6. (Previously Presented) A switching system as claimed in claim 1, wherein the switching system provides call center functions, especially for distributing the incoming calls among the individual operator positions.

7. (Currently Amended) A switching system as claimed in claim 1, wherein the voice connection occurs in an analog way, especially via PSTN.

8. (Previously Presented) A switching system as claimed in claim 1, wherein the voice connection occurs in a digital way, especially via ISDN.

9. (Previously Presented) A method for switching incoming and/or outgoing calls with at least one PBX system, wherein the calls are transferred to a central switching system which is connected to the PBX system via at least one voice connection and at least one control connection, and that the switching occurs through the central switching system, with the control connection allowing direct access to operator-relevant PBX functionality of the PBX system connected via the output channel.

10. (Previously Presented) A method as claimed in claim 9, wherein the control connection is provided via a CTI link which is configured for a CTI protocol provided by the PBX system.

11. (Previously Presented) A method as claimed in claim 10, wherein the central switching system provides operator functions which allow access to the service features of the PBX system, with the operator functions being translated by a translation unit into the CTI protocol of the PBX system.

12. (Currently Amended) A method as claimed in claim 9, wherein ~~that~~ the calls are transferred by an overload method depending on the load either to a local operator position of the PBX system or to the central switching system.

13. (New) A method as claimed in claim 9, wherein the central switching system is physically separate from the PBX system.

14. (New) A method as claimed in claim 9, wherein the central switching system controls call handling in the PBX system so that a call center operator external to the PBX system can access PBX functionality of the PBX system via the central switching system and the control connection.

15. (New) A switching system as claimed in claim 1, wherein the switching system is physically separate and remote from the PBX system.

16. (New) A switching system as claimed in claim 1, wherein the switching system is configured to control call handling in the one or several PBX systems via the output channel.